



Registration Guide

Your Guide to the World's Largest Education Conference
for the Animal Care and Control Field

April 6-9, 2005
Hyatt Regency Atlanta
Atlanta, Georgia

Registration
is just \$125*

THE HUMANE SOCIETY
OF THE UNITED STATES®

Registration information enclosed!



If you've never been to Animal Care Expo before, you may wonder...

Is Animal Care Expo Right for You?

Here's what you need to know

- Each year Expo attracts a diverse group of people from the United States and around the world who have a vested interest in the humane sheltering, care, control, rescue, and protection of domestic and wild animals.
- Attendees include humane society directors and board members, shelter managers and staff, veterinarians, shelter volunteers, animal control officers, cruelty investigators, humane educators, wildlife rehabilitators, boarding kennel operators and groomers, breed rescue professionals, spay/neuter assistance groups, newsletter editors, and more.
- Expo may be your best opportunity for networking with fellow professionals and volunteers. We've set up several events that make it easy to meet others who share your interests and experiences.
- Unlike many conferences conducted for other professions, Expo strives to be affordable. Our \$125 early registration fee (\$175 after February 18) covers everything from all professional development workshops to Exhibit Hall admission. Registration even includes several meals and refreshment breaks, which are provided by our sponsors. Only our optional intensive daylong courses require an extra fee.

Please join us for



*April 6-9, 2005
Hyatt Regency Atlanta
Atlanta, Georgia*

Registration is just \$125
See registration form
on page 15 for details*

THE HUMANE SOCIETY OF THE UNITED STATES

has developed a dynamic education conference designed for anyone and everyone who works or volunteers at the local level with dogs, cats, or other animals. This guide contains all the information you'll need to decide whether Expo is right for you and to register.

***We've planned some exciting changes
for Animal Care Expo 2005.
Here's a preview of what's new.***

You Asked, We Answered

We took your requests and retooled the Expo program to closely match the needs of today's animal care and control professionals. We've brought back the "Shelter Basics" track and have included a "Shelter Health" Track. The "Shelter Health" track is geared toward veterinarians but is open to all attendees. We've also brought back the "Expo Brain Bank," so you can share your organization's good work and look at what other organizations from around the world have done in the areas of community outreach, fund-raising, and more!

See pages 8-13 for descriptions of workshops in these tracks and in all of Expo's professional development opportunities.

New Daylong Courses!

We've added several new daylong certificate courses for 2005, too. New offerings this year include daylong courses on volunteer management, large-scale investigations, and spay/neuter issues. These optional daylong courses kick off Expo on Wednesday, April 6, and carry an extra fee. These invaluable educational opportunities provide some of the most in-depth instruction available anywhere.

See pages 6-7 for complete descriptions of all seven intensive daylong courses.

A Huge Exhibit Hall!

THIS YEAR'S EXHIBIT HALL WILL BE PACKED with valuable resources and information. It will feature nearly 200 booths from more than 100 different companies and organizations offering the latest products and services. You'll be able to test animal-capture equipment and vehicles, peruse materials from a variety of nonprofit organizations, obtain a demo of shelter-management software, and more.

The Exhibit Hall is the perfect complement to all the education and training you'll receive in Expo's professional development workshops and daylong certificate courses.

These are just a few of the products and services you'll see in the Expo 2005 Exhibit Hall:

Air Purifiers and HVAC Systems
Animal Behavior
Animal Capture Equipment
Animal Handling and Care Equipment
Animal Identification Systems
Animal Transport Vehicles and Mobile Clinics
Architectural Services and Building Equipment
Cages, Cage Systems, and Kennels
Computer Software and Hardware
Cremation Equipment
Disaster Training and Planning
Education
Feeds and Nutrition
Flooring, Floor Coatings, and Paints
Fund-Raising and Promotional Items
Grooming Supplies
Insurance
Internet Adoption Services
Litter and Litter Control
Management and Communications Consultants
Pet Supplies
Pharmaceuticals and Biologicals
Professional Development Books and Videos
Professional Organizations
Rehabilitation Equipment
Safety Equipment
Sanitation/Disease and Odor Control
Search and Rescue Equipment
(including Disaster Relief)
Stress Management and Pet Loss
Tranquilizer Guns and Chemical Immobilization
Uniforms and Apparel
Veterinary Equipment and Supplies
Wildlife Handling and Control Equipment

Expo Is the Best Training Bargain Around

If you want to get the most bang from your organization's training budget buck—or if you're a volunteer or animal advocate paying your own way—Animal Care Expo 2005 is the place to send your staff and yourself. At just \$125,* we're the lowest priced national education conference in the field of animal care and control.

***FOR HSUS SHELTER PARTNERS
REGISTERED BY MIDNIGHT, FEBRUARY 18, 2005.**

SEE REGISTRATION FORM ON PAGE 15 FOR DETAILS.

We've also attempted to keep your travel costs as low as possible. Rooms at the Hyatt Regency Atlanta for Animal Care Expo start at just \$149 a night.

If you travel alone, we can help set you up with a roommate.
(Call 1-800-248-EXPO to request a roommate.)

The show itself will be worth every cent. For just \$125* Expo 2005 offers you:

- Thirty-six professional development workshops from which to choose
- A CD-ROM featuring handouts from all workshops
- Two lunches, two catered evening receptions, and three refreshment breaks
- The world's largest exhibit hall, featuring the products and services your animal agency or organization needs to do its work
- A party featuring drinks, dancing, music, and more!
- A handy bag to help you carry all your important Expo materials

So please join us this April for Animal Care Expo 2005, an education conference that's a great value and a terrific way to help you help animals, serve the public, and grow personally and professionally. You'll be sure to leave Expo feeling invigorated, informed, and inspired.

Exhibit Hall Hours

**Wednesday
April 6**

6:00 p.m.–9:00 p.m.

**Thursday
April 7**

12 noon–3:00 p.m.
6:00 p.m.–8:00 p.m.

**Friday
April 8**

12 noon–2:00 p.m.

The Humane Society of the United States
**Shelter
Partners**

**Save the Most
on Expo
Registration...**

... by joining The HSUS Shelter Partners®

program. Membership is free and makes you eligible for no-obligation discount offers on the products and services your shelter uses every day.

To receive the low \$125 Expo rate, simply register by February 18 and indicate that your shelter is a Shelter Partner on the registration form. Not yet a member or need more details? Visit www.ShelterPartners.org.

The Second Animal Care Expo Brain Bank

THIS IS YOUR CHANCE TO SHOW OFF YOUR ORGANIZATION'S BEST COMMUNITY OUTREACH EFFORTS.

We have designated space at Expo to showcase posters featuring the best work of attending organizations. Show off a great poster that was seen all over town. Display photos from a successful fund-raising event. Do you have a fantastic direct mail piece that always delivers? This is your chance to show off how you reach out to your community. A panel of judges will select the best of the bunch, and the winner will be announced at the Friday night party. **The winning organization will receive a free registration to Expo 2006!**

PREPARE A HARD POSTER (on foam core board or something similar) no larger than 30" x 36". In order to enter a poster, someone from your organization **MUST** attend Expo. Bring your poster to Expo and drop it off at the registration desk by 7:00 p.m. on Wednesday, April 6, or mail it **BEFORE** March 4 to:

Manager of Special Events

The Humane Society of the United States ■ 2100 L Street, NW ■ Washington, DC 20037

If you choose to mail your poster, be sure to package it carefully so it is not damaged in shipping. Posters **WILL NOT** be returned, so please be sure to include only materials you do not need returned.

If you have any questions, please e-mail expo@hsus.org or call 1-800-248-EXPO.



Schedule of Events



Tuesday, April 5

6:00 p.m.–9:00 p.m. **Registration desk open**

Wednesday, April 6

7:30 a.m.–7:00 p.m. **Registration desk open**

9:00 a.m.–5:00 p.m. **Daylong Certificate Courses (\$125)**

(Box lunch will be provided)

Registration is limited.

- I Think, Therefore I Plan Strategically
- Catography: Putting Cats on the Map
- Getting to Know You: Intake, Evaluation, and Adoption
- Creating and Sustaining a Successful Volunteer Program: The Team Approach
- Large-Scale Animal Investigations for Smaller Agencies and Budgets
- Spay and Neuter: Spay Is the Way!
- Build It and They Will Come—But What Should You Build?

6:00 p.m.–9:00 p.m. **Exhibit Hall officially opens for Welcome Social**

continues on next page

Expo 2005 at a glance

Thursday, April 7

7:30 a.m.–7:00 p.m. **Registration desk open**

8:30 a.m.–10:00 a.m. **A Town Hall Meeting with Wayne Pacelle:** Join us for an enlightening presentation by The HSUS's new president and CEO, Wayne Pacelle. Mr. Pacelle's commitment to animal welfare is legendary, and he will share with us his vision for the future of The HSUS and of animal care and control in the United States and around the world. Attendees will have an opportunity to ask questions following his presentation.

10:00 a.m.–12 noon **Regional Meet & Greet:** This is a great opportunity to meet others from your state and region to discuss issues important to your area. Hosted by HSUS regional staff.

12 noon–3:00 p.m. **Lunch for attendees in Exhibit Hall; Exhibit Hall open**

WORKSHOPS	Adoption & Behavior Track	Education & Outreach Track	Field Services Track
3:00 p.m.–5:30 p.m.	<i>More Than Skin Deep: How People Should Choose Dogs</i>	<i>Making the Laws for Animals: Local, State, and Federal Animal Protection Legislation</i>	<i>Dog Bite Investigations: Beyond Basic Quarantine</i>

6:00 p.m.–8:00 p.m. **Networking Social in Exhibit Hall; Exhibit Hall open**

Friday, April 8

7:30 a.m.–2:00 p.m. **Registration desk open**

WORKSHOPS	Adoption & Behavior Track	Education & Outreach Track	Field Services Track
8:30 a.m.–10:00 a.m.	<i>Where's My Blankie? Stress and Behavior Enrichment</i>	<i>Simon Says, "Let's Be Kind to Animals"</i>	<i>Disease Recognition in the Field</i>

10:00 a.m.–10:30 a.m. **Break**

10:30 a.m.–12 noon	<i>Clicker Training for Shelter Animals</i>	<i>Play It Safe with Dogs!</i>	<i>Enforce, Educate, and Protect: Improving Field Services</i>
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12 noon–2:00 p.m. **Lunch in Exhibit Hall—Last chance to visit Exhibit Hall ■ 2:00 p.m. Exhibit Hall closes for last time**

2:00 p.m.–4:30 p.m.	<i>Ask the Foster Care Experts</i>	<i>Humane Education and the Magic of Story</i>	<i>Wildlife and Shelters: Meeting Growing Needs</i>
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9:00 p.m.–12 midnight Please Join The HSUS and Animal Care Expo for a Party! Join us for a PARTY featuring music, drinks, friends, and fun! Expo 2005 is thrilled to offer a night of good times for the hardworking professionals of the animal care and control field.

Saturday, April 9

8:00 a.m.–11:00 a.m. **Registration desk open**

WORKSHOPS	Adoption & Behavior Track	Education & Outreach Track	Field Services Track
9:00 a.m.–10:30 a.m.	<i>Communication, Not Interrogation: Adoption Counseling</i>	<i>Arranging and Conducting Teacher In-Service Workshops</i>	<i>Animal Handling: Protect Yourself, the Animals, and Your Organization (Part 1)</i>

10:30 a.m.–11:00 a.m. **Break**

11:00 a.m.–12:30 p.m.	<i>One Free Bite?</i>	<i>Money Doesn't Grow on Trees: Fund-Raising and Special Events</i>	<i>Animal Handling: Protect Yourself, the Animals, and Your Organization (Part 2)</i>
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12:30 p.m.

Expo Ends

Expo 2005 at a glance

How Nutrition Impacts Shelter Animals

Look for time and location details at Expo!

Entering a humane shelter environment stresses animals, making them more susceptible to disease. Proper nutrition can help overcome the effects of short- and long-term stress in shelter animals. This session will discuss how to make nutrition an effective part of your overall shelter management program.

Presenter: Philip Roudebush, DVM, DACVIM, Technical Information Services, Hill's Pet Nutrition, Inc., Topeka, Kansas

**Join us for
a special
workshop!**

HSU Management Track	Shelter Basics Track	Shelter Health Track
<i>Managing Change When It Smacks You Upside the Head</i>	<i>Bunnies and Beyond: Small Mammals in the Shelter</i>	<i>The Veterinarian as an Expert Witness in Cruelty and Neglect Cases</i>

HSU Management Track	Shelter Basics Track	Shelter Health Track
<i>Conflict Management (Part 1)</i>	<i>15 Things You Can Do to Address Problems Your Organization Is Facing</i>	<i>Gesundheit! Managing Feline URI</i>

<i>Conflict Management (Part 2)</i>	<i>The Way You Do the Things You Do: Standard Operating Procedures</i>	<i>There's a Fungus in the Room—Ringworm and Dermatologic Diseases</i>
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<i>A Tool for Promoting Organizational Health and Well-Being</i>	<i>Cleaning and Sanitation: It's Not Rocket Science!</i>	<i>What's New in Shelter Medicine</i>
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HSU Management Track	Shelter Basics Track	Shelter Health Track
<i>Insurance: Obstacle or Opportunity?</i>	<i>Consistency Is Key: Developing Euthanasia Guidelines and Policies</i>	<i>Give It Your Best Shot: Diagnostic Testing Overview and Vaccination Strategies for Shelters</i>

<i>Negotiating a Municipal Contract</i>	<i>What You Don't Know Can Hurt You!</i>	<i>Bioterrorism and Zoonotic Disease Issues in Shelters</i>
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Special Expo programs, events, and services for participants from outside North America.

If you register from a country other than the United States or Canada, you are warmly invited to take advantage of the following activities. Advance registration is required for the Wednesday program only. Workshops will address topics such as animal fighting/blood sports, humane education, fund-raising, and starting a successful animal protection program.

Wednesday, April 6

9:00 a.m.–4:30 p.m. HSI International Day
Advance registration required.
A full-day program of presentations
and interactive workshops.
Lunch will be provided.

Thursday, April 7

10:30 a.m.–12 noon Workshop
7:30 p.m.–9:30 p.m. Open Forum

For International
Attendees
Only

Friday, April 8

6:00 p.m.–7:30 p.m. President's Reception
for Foreign Guests

Saturday, April 9

9:00 a.m.–12:30 p.m. Workshop
► **Roundtables**—Your chance to
talk with the experts and your
fellow attendees on subjects
from adoption to zoos (A to Z!).

HUMANE SOCIETY
INTERNATIONAL™

Do you need help communicating with your family
at home while at Expo
or deciding which workshops to attend?

Or do you have questions about your work for animals?

We'll help you with all your Expo and animal-related questions.
Just come to The HSI Connection (our hospitality room),
open Tuesday evening through Friday afternoon.

ANIMAL CARE EXPO 2005 OPENS

on Wednesday, April 6, with seven optional daylong courses that provide intensive training and instruction in selected topics. Certificates will be awarded to participants upon successful completion of the course. The courses run simultaneously from 9:00 a.m. to 5:00 p.m.—meaning each participant can only take one course—and they require a \$125 registration fee separate from the Expo registration fee. A box lunch is included in the Daylong Certificate Course fee. Registration is limited.

I Think, Therefore I Plan Strategically

Humane societies exist in a rapidly and constantly changing environment, where competition for financial resources is intense and many good causes clamor for people's attention. To successfully implement your organization's mission, you must be alert to challenges and opportunities, prepared to examine old assumptions, and willing to establish priorities. Long-term survival—let alone success—requires ongoing strategic thinking and planning. In this workshop you'll learn different approaches to strategic planning, take part in interactive group exercises on developing organizational values and strategic goals, and share with other participants what's worked and what hasn't. You'll consider the different roles of board and staff in creating and maintaining an organizational strategic framework and explore ways to get boards of directors more involved at a strategic level. Executive directors and CEOs are encouraged to bring their board's chairperson to participate in this important training.

*Presenter: Berit M. Lakey, PhD,
Senior Consultant, BoardSource,
Washington, DC*

Expo 2005

Daylong Certificate Courses

Catography: Putting Cats on the Map

Is your shelter doing everything it can for cats? Even though cats are the most popular pets in the United States, they're often treated like second-class citizens. This cat-packed daylong will teach you to maximize cat care in your shelter and your community—from assessing feline behavior to working with feral cat organizations. Whether you work in the smallest shelter or the largest state-of-the-art facility, you'll learn how to help felines more effectively.

Presenters: To be determined

Getting to Know You: Intake, Evaluation, and Adoption

Millions of cats and dogs are relinquished to animal shelters every year, and behavioral problems are often the reason. Shelters should learn as much as possible about the animals they receive before placing the animals in a new home. This workshop will show ways that your shelter staff can get to know the animals in their care. Topics will include how to get an accurate behavioral history from a surrendering owner; how to conduct behavioral evaluations and why they're important; why it's important to do adoption follow-up and provide counseling for adopters who are experiencing behavioral problems with their new pets; and how to be understanding when a match doesn't work out and the animal is returned. You'll also receive detailed information on a research project conducted on more than 2,000 dogs surrendered and evaluated at a large urban New England shelter.

Presenter: Kelley Bollen, MS, CABC, Animal Alliances, LLC, Easthampton, Massachusetts

Creating and Sustaining a Successful Volunteer Program: The Team Approach

International author and trainer Betty Stallings will lead this interactive course on combining a team approach with strong leadership from the executive director/CEO to build a volunteer program. Staff who benefit from or contribute to the success of a volunteer program will find the day exhilarating and informative. The course will feature a look at today's volunteers: how to prepare for them, how to invite them, how to effectively supervise them, and how to keep them involved with your organization. You'll also learn ways to influence key staff in your organization to view the volunteer program as a team effort. A panel of shelter executive director and volunteer manager teams will share the positive impact an organizational team approach has had on their volunteer programs.

Presenter: Betty Stallings, President, Stallings & Associates, Pleasanton, California

Large-Scale Animal Investigations for Smaller Agencies and Budgets

This daylong course will cover all the necessary on-site documentation—including photographs, paperwork, videos, and sketching—during a cruelty rescue/impound of one to several hundred animals of any species. You'll learn how any small or even unsheltered agency can process animals as evidence for cruelty enforcement. The course will outline options for prosecuting the case without physically impounding all or any of the animals, creative enforcement and sentencing options, and sheltering at multiple agencies. You'll also learn how to form a task force for disaster events and hoarding, livestock, and animal fighting cases.

Presenters: To be determined

Spay and Neuter: Spay Is the Way!

This course will explore all aspects of subsidized spay/neuter programs, including how to fund programs, how to coordinate a regional or state program, "Clinic 101," prepubescent spay and neuter, and spay blitzes. You'll get budget information, survey information, and public relations tips to help you run the most successful spay/neuter program possible.

Presenters: Teresa Dockery, Director, Spay Virginia, Virginia Federation of Humane Societies, The PetSavers Foundation, Abingdon, Virginia; Jill Lancon, Manager, Marion County Animal Center, Neuter Commuter, Ocala, Florida; Quita Mazzina, Executive Director, Humane Alliance Spay/Neuter Clinic, Asheville, North Carolina; Esther Mechler, Founder, SPAY/USA, Stratford, Connecticut; Terry Profota, Executive Director, Heart of the Valley Humane Society, Bozeman, Montana

Build It and They Will Come—But What Should You Build?

This course will provide the basis for designing and planning an animal shelter. Issues will include incorporating a shelter's goals into its design, the programming or planning aspect that's often overlooked, materials for different facility areas, heating and ventilation, isolation and separation, and trends in sheltering from around the country. Presenters will include experts in shelter design and engineering. You'll have the opportunity to ask questions during roundtable discussions on specific topics.

Presenters: To be determined

Adoption & Behavior Track

More Than Skin Deep: How People *Should* Choose Dogs

Thursday, 3:00 p.m.–5:30 p.m.

People make choices based on their personality types and experiences, and the way they choose dogs is no exception. Whether they realize it or not, people come to shelters with ideas about breed reputations, what an attractive dog looks like, why they want a pet, and what it will feel like to emotionally connect with a dog. Asking people about the size of their yard and how much exercise they get can be helpful, but it may fall short. This workshop will examine alternative ways to make adoption matches based on an understanding of human and canine personalities. You'll learn about human personality types, including your own, and a new way of classifying dog personalities based on a similar system. Through this you'll discover a personality model for matching people and dogs.

Presenters: Kimberly Barry, PhD, Certified Animal Behaviorist, Town Lake Animal Center, Austin, Texas; Val Masters, CPDT, Behavior Specialist, Sacramento SPCA, Sacramento, California

Where's My Blankie? Stress and Behavior Enrichment

Friday, 8:30 a.m.–10:00 a.m.

Whether picked up as strays or relinquished by their owners, dogs and cats experience stress when they enter a shelter environment. Behavioral manifestations of stress can take many forms. This workshop will teach you about the physiology of stress, provide examples of stressors in the shelter environment, and explore ways to reduce animals' stress. Lowering stress in shelter animals helps prevent the development of new behavioral problems and allows shelter staff to train animals to increase their chances of adoption. Understanding

the stress response is also crucial to the effective use of behavior evaluation tools such as the temperament test.

Presenter: Diane Mollaghan, Graduate Student, University of Texas, Austin, Texas

Clicker Training for Shelter Animals

Friday, 10:30 a.m.–12 noon

Clicker training in the shelter environment can benefit the animals, staff, and volunteers. It's an all-positive training method that can help reduce stress, boredom, and shyness in shelter animals. With just a few clicks and treats, dogs can learn to sit when someone approaches their kennels and to sit quietly for petting. Clicker training can also reduce or even eliminate barking in kennels. This workshop will discuss how and why clicker training works and how it applies to shelter animals. You'll practice clicker training with other participants, see a demo with a shelter dog, and learn how to start a clicker program at your organization.

Presenter: Keri Caporale, Humane Education Coordinator, Humane Society for Southwest Washington, Vancouver, Washington

Ask the Foster Care Experts

Friday, 2:00 p.m.–4:30 p.m.

Are you struggling to reach an agreement within your organization about which animals to send to foster care? Want to know the best way to conduct a foster home visit? Unsure which supplies are most important to provide your foster parents? Get all your foster care questions answered during this lively panel discussion. A team of seasoned foster care program managers will share their secrets for success and provide tips on avoiding typical pitfalls. This interactive forum will provide a great opportunity to

share ideas, troubleshoot problems, and gather resources to help improve your foster care program.

Presenters: To be determined

Communication, Not Interrogation: Adoption Counseling

Saturday, 9:00 a.m.–10:30 a.m.

This workshop will help you examine your organization's existing adoption-related programs from "A to Z." Learn how to get more animals adopted without compromising the quality of the homes. Topics will include old and new adoption practices and their pros and cons.

Presenter: Kim Staton, Vice President of Operations, Wayside Waifs Humane Society, Kansas City, Missouri

One Free Bite?

Saturday, 11:00 a.m.–12:30 p.m.

The traditional rule that dogs are allowed "one free bite" prior to the imposition of liability on their owners is being increasingly replaced by "dangerous dog" and "no free bite" legislation and judicial decisions. This workshop will examine the recent legal trend toward increased liability for dogs' aggressive behavior, including a comparison of existing statutes and a discussion of how this trend may affect shelters and other organizations that offer animals for adoption.

Presenter: Dana K. Apple, Attorney, Apple Law Office, Kansas City, Missouri



Education & Outreach Track

Making the Laws for Animals: Local, State, and Federal Animal Protection Legislation

Thursday, 3:00 p.m.–5:30 p.m.

Legislative work is critical to helping animals and promoting concrete changes. No special expertise is required—regular citizens with no prior training can be the most effective lobbyists of all. This workshop will show you how to become involved in the legislative process, to whatever degree you're able. The presenters will review why legislation is important, how the process works, what legislators care about, and how each person has something important to contribute to the process. This workshop will emphasize effective lobbying techniques, grassroots organizing skills, and how to use the media and other public forums for success in the legislative arena.

Presenters: Andrea Kozil, Grassroots Coordinator, The HSUS; Nancy Perry, Director, Government Affairs, The HSUS

Simon Says, "Let's Be Kind to Animals!"

Friday, 8:30 a.m.–10:00 a.m.

This workshop will demonstrate a host of activities that will help you address young children's varied learning styles and introduce concepts like kindness to animals and responsible pet care to the preschool set (children ages 3–5). Come prepared for fun!

Presenters: Lisa Cushing, Outreach Coordinator and Certified Elementary-School Teacher, NAHEE; Lesia Winiarskyj, Publications Director, NAHEE

Play It Safe with Dogs!

Friday, 10:30 a.m.–12 noon

This workshop will review dog-bite-related research and efforts to assess the effectiveness of prevention programs. You'll learn about materials and strategies for teaching children safe behavior around dogs and

engage in a lively demonstration of activities and lessons.

Presenters: Randall Lockwood, PhD, Vice President, Research and Educational Outreach, The HSUS; Heidi O'Brien, Communications Coordinator, NAHEE

Humane Education and the Magic of Story

Friday, 2:00 p.m.–4:30 p.m.

Stories have been used since ancient times to entertain, awaken the imagination, and impart moral virtue. In this fascinating workshop, you'll learn how and why stories work their magic and go home with the skills and materials needed to create memorable humane education activities that will educate and captivate.

Presenters: Megan Hicks, 2000 National Storyteller of the Year, Fredericksburg, Virginia; Dorothy Weller, Director of Outreach and Fulfillment, NAHEE

Arranging and Conducting Teacher In-Service Workshops

Saturday, 9:00 a.m.–10:30 a.m.

This workshop will teach you how to get maximum impact from the time you spend on youth education. You'll learn everything you need to add the trainer-of-trainers method to your repertoire of humane education strategies. Includes tips for breaking into the teacher in-service system in your state and demonstrations of fun, hands-on activities you can use in your first teacher in-service presentation.

Presenters: Lisa Cushing, Outreach Coordinator and Certified Classroom Teacher, NAHEE; Kate Franklin, Education Director, Humane Society of Sarasota County, Sarasota, Florida; Dorothy Weller, Director of Outreach and Fulfillment, NAHEE

Money Doesn't Grow on Trees: Fund-Raising and Special Events

Saturday, 11:00 a.m.–12:30 p.m.

To accomplish your mission and fund services and programs, money is a necessity. But how do you encourage donations? What are the tried-and-true methods of starting a cash flow? How do you plan for successful fund-raising. In this course you'll learn that a fund development program can be created to fit any organization and the basic principles and guidelines that will lay the foundation for increasing those dollars year by year.

Presenter: Sherry Greenblatt, CFRE, Vice President, Capital Development, Atlanta Humane Society, Atlanta, Georgia

What Is NAHEE?

FOUNDED IN 1973, THE NATIONAL

Association for Humane and Environmental Education (NAHEE) serves as the youth education affiliate of The HSUS. NAHEE is a nonprofit organization whose work is supported by our Adopt-a-Classroom program, private grants, charitable donations, and allocations from The HSUS.

NAHEE's mission is to instill good character in children, with a strong emphasis on the humane treatment of animals and respect for natural habitats, by providing effective, high-quality publications and programs to teachers, students, and animal sheltering professionals. The association's many offerings include *KIND News*,™ the award-winning classroom newspaper for elementary-school children, study and activity guides for teens, numerous online resources, and Teach Kids to Care professional development workshops for animal care and control personnel.

Contact NAHEE to learn more about our programs and publications and how you can bring humane education to the homes and schools in your community.

Contact Information

NAHEE, 67 Norwich Essex Turnpike,
East Haddam, CT 06423
860-434-8666 ■ nahee@nahee.org
www.nahee.org

Field Services Track

Dog Bite Investigations: Beyond Basic Quarantine

Thursday, 3:00 p.m.–5:30 p.m.

In the past decade an increase in dangerous and vicious dog legislation throughout the United States has put increased demands on animal control and humane investigators to compile court-ready case packages. This workshop will cover initial background work to determine the need for an advanced investigation, how to establish case direction, interview techniques to achieve outcomes, and how to prepare the case package and your prosecutor for presentation.

Presenters: Belinda Lewis, Director, Fort Wayne Animal Care and Control, Fort Wayne, Indiana; Matt Lewis, Detective, Fort Wayne Police Department, Fort Wayne, Indiana

Disease Recognition in the Field

Friday, 8:30 a.m.–10:00 a.m.

This workshop will provide a comprehensive overview of common diseases that animal control officers encounter. Emphasis will be on which diseases are zoonotic (contagious to both people and animals) and which are painful and require immediate veterinary care in a hospital setting. A detailed PowerPoint® presentation will show disease symptoms. This class is ideal for new and experienced animal control officers.

Presenter: Karen Halligan, DVM, Director of Veterinary Services, spcaLA, Los Angeles, California

Enforce, Educate, and Protect: Improving Field Services

Friday, 10:30 a.m.–12 noon

From rescuing animals to educating the public, field personnel must spend their days juggling multiple responsibilities to ensure community safety. As the scope of their work broadens, field staff are increasing the knowledge and skills they employ to do their jobs more effectively. Learn the keys to ensuring a successful field services program through this interactive workshop.

Presenters: Don Jordan, Executive Director, Seattle Animal Shelter, Seattle, Washington; Phil Snyder, Administration, City of Memphis Animal Services, Memphis, Tennessee

Wildlife and Shelters: Meeting Growing Needs

Friday, 2:00 p.m.–4:30 p.m.

Animal care and control professionals are increasingly called on to get involved with urban and suburban wildlife. This workshop will help educate shelter staff about options for municipal wildlife control. It will also cover other resources, such as wildlife hotlines, that can help serve the public on wildlife issues. The workshop will discuss the need for urban wildlife specialists to help the sheltering

community meet demands as well as educate shelter staff about opportunities that can enhance the scope and even profitability of their operations.

Presenters: Brad Gates, President, AAA Wildlife Control, Toronto, Ontario, Canada; John Hadidian, Director, Urban Wildlife Programs, The HSUS; Nathalie Karvonen, Executive Director, Toronto Wildlife Center, Toronto, Ontario, Canada

Animal Handling—Protect Yourself, the Animals, and Your Organization

Saturday, 9:00 a.m.–10:30 a.m. (Part 1)
Saturday, 11:00 a.m.–12:30 p.m. (Part 2)

Even the best-run animal agencies can't eliminate animals' stress entirely, but they can try to minimize stressful situations. Highly stressed animals are less likely to be adopted, are more likely to be injured during handling, and are often the most likely candidates for euthanasia. In this workshop you'll learn to read animal behavior and to apply correct handling techniques with the most up-to-date and species-appropriate equipment. The knowledge and skills you gain will help you avoid injury, decrease stress to yourself and the animals, and avoid violating cruelty laws.

Presenters: Laura Bevan, Director, Southeast Regional Office, The HSUS; Sandy Christiansen, Program Coordinator, Southeast Regional Office, The HSUS

What Is HUMANE SOCIETY UNIVERSITY

HUMANE SOCIETY UNIVERSITY (HSU) IS THE KEY TO professional development, educational enrichment, and on-the-job skills enhancement for animal protection specialists.

And HSU comes to you! We don't have one central classroom location; instead, we conduct professional trainings nationwide on diverse topics—everything from animal sheltering basics and leadership development to compassion fatigue and illegal animal fighting. Our goal is to bring specific training to the areas that need them the most.

Plus, HSU offers a whole range of online courses on sheltering topics. These courses provide convenient learning

opportunities when and where you need them—at the comfort of your computer. HSU Online lets you network with animal care and control professionals around the world.

Our academic programs include an online undergraduate degree in humane leadership and an online graduate certificate in organizational leadership—both through Duquesne University.

To subscribe to our e-newsletter or try a free demo of our online courses, check us out at www.HumaneSocietyU.org or e-mail us at HSU@hsus.org.

***Humane Society University—training today's
animal advocates for tomorrow***

HSU Management Track

HUMANE SOCIETY UNIVERSITY is pleased to bring you this year's Expo Management Track. Expand your leadership skills. Learn to diagnose organizational problems and develop creative solutions. Discover how to successfully manage change. Your animals are counting on you to be the best leader you can be.

Managing Change When It Smacks You Upside the Head

Thursday, 3:00 p.m.–5:30 p.m.

The only constant—even in the animal welfare world—is change. Many shelters are being asked by their communities to be all things to all people—and all animals. The cost of failure is high: bad press, donor attrition, and disinterested adopters. But just keeping the animals fed, the kennels clean, and the doors open is often more than enough to fill the workday. Learn how to keep yourself and your staff sane (and speaking to one another) through real-life examples from a team that went through overhauling virtually every department and function. This workshop includes an interactive exercise to show how you can get your team focused on the future.

Presenters: Martha Boden, Executive Director, Humane Society of Indianapolis, Indianapolis, Indiana; Tanya Kirby, Manager, Companion Animal Programs, Humane Society of Indianapolis, Indianapolis, Indiana

Conflict Management

Friday, 8:30 a.m.–10:00 a.m. (Part 1)
Friday, 10:30 a.m.–12 noon (Part 2)

Conflict is inherent in today's rapidly changing business climate. But conflict is neutral: it may be positive or negative depending on how it's managed. In this highly interactive two-part workshop, you'll assess your conflict management style, identify the five common conflict-handling modes, and discuss situations in which each of the modes can be effectively used.

The workshop will emphasize the role of the leader in using positive conflict to improve organizational performance. Attendees should plan to attend both parts of this workshop.

Presenter: Ray Faidley, EdD

A Tool for Promoting Organizational Health and Well-Being

Friday, 2:00 p.m.–4:30 p.m.

This workshop will introduce organizational leaders to the Shelter Diagnostic System (SDS), a new tool developed to help identify problem areas and direct positive organizational change. The SDS begins with a comprehensive assessment questionnaire that is designed to examine employee perceptions on a number of key factors known to impact organizational health, well-being, and effectiveness. These include communication effectiveness, supervisory style, teamwork, peer support, euthanasia practices, morale, trust, and the work itself. You'll learn how to administer the questionnaire, what to do with the data collected, how to interpret the diagnostic action report, and finally how to implement the action report for positive organizational change. An accompanying software package analyzes data collected with the questionnaire and creates a diagnostic action report. This workshop is designed for shelter directors and upper-level management.

Presenters: Charlie L. Reeve, PhD, Assistant Professor of Psychology, Department of Psychology, University of North Carolina–Charlotte, Charlotte, North Carolina; Steven G. Rogelberg, PhD, Associate Professor of Psychology, Director of the Industrial and Organizational Psychology Program, Department of Psychology, University of North Carolina–Charlotte, Charlotte, North Carolina

Insurance: Obstacle or Opportunity?

Saturday, 9:00 a.m.–10:30 a.m.

Presented by insurance industry specialists, this workshop will focus on the risks inherent to shelters. You'll learn how to evaluate your business exposures, including assessing, reducing, and managing exposures. Other topics will include directors' and officers' liability coverage, employment practices liability insurance, workers' compensation for employees and volunteers, and designing a comprehensive benefits package within your budget. From the point of view of an executive director, the final segment of the workshop will look at how insurance might provide the impetus and resources for examining and upgrading internal controls, training, policies, and "best practices." Can the insurance umbrella offer opportunities to raise standards in your organization?

Presenters: Dulcinea Almazán, Program Director, Lovitt & Touché, Inc., Phoenix, Arizona; David Wilder, Senior Vice President, Lovitt & Touché, Inc., Phoenix, Arizona; Susan Wilson, Executive Director, Humane Society of Southern Arizona, Tucson, Arizona

Negotiating a Municipal Contract

Saturday, 11:00 a.m.–12:30 p.m.

Negotiating a municipal contract doesn't have to be a crapshoot. Learn the rules: when (and when not) to bluff, how to determine what you can and can't afford to lose, and how to anticipate the public relations impact of whatever you do. This workshop will give both the local government and private nonprofit viewpoints on working toward a mutually beneficial agreement.

Presenters: Jane McCall, Executive Director, Dubuque Regional Humane Society, Dubuque, Iowa; John Snyder, Senior Director, Companion Animals and Equine Protection, The HSUS

Shelter Basics Track

Bunnies and Beyond: Small Mammals in the Shelter

Thursday, 3:00 p.m.–5:30 p.m.

Everybody knows what a rabbit is. But what about pigmy hedgehogs, sugar gliders, chinchillas, and prairie dogs? This workshop will focus on some species that are common—or becoming common—shelter animals. Starting with the rabbit and progressing to some more exotic critters, we'll look at care, diet, handling, and placement issues, as well as the big differences (other than the ears) between rabbits and other small mammals.

Presenters: Mary E. Cotter, EdD, Education/Marketing Director, House Rabbit Society, Bronxville, New York; Richard Farinato, Director, Captive Wildlife Protection Program, The HSUS

15 Things You Can Do to Address Problems Your Organization Is Facing

Friday, 8:30 a.m.–10:00 a.m.

Are you being criticized by outside groups? Are your animals sick? Are you frustrated by the fact that your community doesn't know what you really do? Are the veterinarians in your community fighting your spay/neuter programs? Come to this workshop to discuss these and other issues and learn some simple and effective ways for addressing the issues when you return to your community.

Presenter: Laura Maloney, Executive Director, Louisiana SPCA, New Orleans, Louisiana

The Way You Do the Things You Do: Standard Operating Procedures

Friday, 10:30 a.m.–12 noon

This workshop is ideal for executive directors, directors of operations, and supervisors.

Without standard operating procedures (SOPs) your organization can quickly slide down a slippery slope. How many of your staff members handle a cat the way they do because "Joe taught me to do it that way"? In how many different ways does your staff clean a kennel? If you don't have written procedures or if the ones you have are on the shelf and haven't been updated or read in several years, you need this workshop. This is a "how-to" class on creating and developing SOPs. You'll also receive a disk containing a template of SOPs that can be used to create operating procedures for your organization.

Presenter: Christie Smith, Executive Director, Potter League for Animals, Newport, Rhode Island

Cleaning and Sanitation: It's Not Rocket Science!

Friday, 2:00 p.m.–4:30 p.m.

Why are the basics of cleaning and disinfecting often the most difficult for staff and volunteers to learn to do with consistency? This workshop will explore techniques for consistent cleaning and sanitation in your facility and provide tips to ensure a healthy and clean facility, positive public perception, and motivated employees. It will also address ways to energize your animal care staff.

Presenter: Jo-Anne Roman, Senior Director of Operations, Humane Society of Broward County, Fort Lauderdale, Florida

Consistency Is Key: Developing Euthanasia Guidelines and Policies

Saturday, 9:00 a.m.–10:30 a.m.

Does your staff regularly question euthanasia decisions? Are members of the public asking for your criteria for euthanasia selection? Do members of the staff argue about why certain animals are selected and not others? If so, this workshop for supervisors and leaders of animal shelters is for you. Given by a one time "questioning shelter staff employee," this workshop will help your organization effectively communicate euthanasia decisions and criteria to the staff charged with performing it, as well as with the questioning public. This is not an instructional class on how to technically euthanize, but instead focuses on the critical "must haves" so your organization clarifies the reasons behind euthanasia decisions. Bridging the gap between those who make the decisions and those who carry them out is vital to the success and well being of every organization.

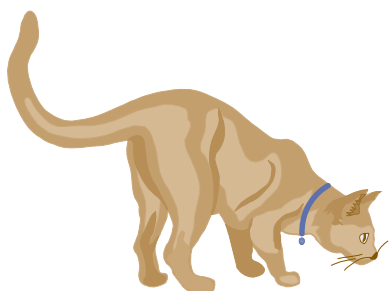
Presenters: Kimberly Connery, Program Manager, Animal Sheltering Issues, The HSUS; Kate Pullen, Director, Animal Sheltering Issues, The HSUS

What You Don't Know Can Hurt You!

Saturday, 11:00 a.m.–12:30 p.m.

The Occupational Safety and Health Administration (OSHA) has strict regulations intended to prevent occupational injuries and illnesses. Sheltering organizations that don't comply with these regulations can incur costly violations. At this workshop you'll learn about some of the most common violations and how to abide by OSHA requirements in order to protect your organization. You'll gain practical advice so you can implement your program immediately. Presenters will include an OSHA expert.

Presenters: To be determined



Shelter Health Track*

The Veterinarian as an Expert Witness in Cruelty and Neglect Cases

Thursday, 3:00 p.m.–5:30 p.m.

Veterinarians often play a key role in the prosecution of cases involving cruelty to animals but are often unprepared for the adversarial nature of civil litigation or criminal prosecution. This workshop will provide an overview of what's expected of expert witnesses and the strategies commonly used to strengthen or undermine the value of expert veterinary testimony.

Presenters: Randall Lockwood, PhD, Vice President, Research and Educational Outreach, The HSUS; Melinda Merck, DVM, Veterinary Forensic Group, Roswell, Georgia

Gesundheit! Managing Feline URI

Friday, 8:30 a.m.–10:00 a.m.

This workshop will review the causes and presentation of feline upper respiratory infection and management strategies for shelter populations.

Presenter: Kate F. Hurley, DVM, MPVM, Director, Maddie's Shelter Medicine Program, Center for Companion Animal Health, University of California–Davis School of Veterinary Medicine, Davis, California

There's a Fungus in the Room—Ringworm and Dermatologic Diseases

Friday, 10:30 a.m.–12 noon

This is an ever-growing (literally!) situation in shelters around the country. What do we do about ringworm and other contagious skin problems? Should we attempt to treat them? If so, what's the best treatment option? And where should treatment take place—in or out of the shelter? How do we prevent them from spreading in our shelters? With the ongoing need for shelters to increase public perception and place healthy animals, are we creating more problems for the other animals in our care when we attempt to treat highly contagious skin diseases? Learn the latest on prevention, treatment, and housing for animals with skin diseases.

Presenter: Julie Dinnage, DVM, Director of Animal Protection Medicine, MSPCA-Angell, Boston, Massachusetts

What's New in Shelter Medicine

Friday, 2:00 p.m.–4:30 p.m.

It can be difficult to keep up with the latest information in shelter veterinary medicine. This workshop will discuss emerging topics in infectious disease control, URI vaccines, new treatments for herpes and parvo, new distemper diagnosis, panleukopenia, and more.

Presenter: Kate F. Hurley, DVM, MPVM, Director, Maddie's Shelter Medicine Program, Center for Companion Animal Health, University of California–Davis School of Veterinary Medicine, Davis, California

Give It Your Best Shot: Diagnostic Testing Overview and Vaccination Strategies for Shelters

Saturday, 9:00 a.m.–10:30 a.m.

Animal care and control agencies often struggle with limited resources. This workshop will discuss various diagnostic testing and vaccination options: what they are, what affects their accuracy, and how to decide which ones to use in your shelter. We'll also discuss specific diseases of interest.

Presenter: Kate F. Hurley, DVM, MPVM, Director, Maddie's Shelter Medicine Program, Center for Companion Animal Health, University of California–Davis School of Veterinary Medicine, Davis, California

Bioterrorism and Zoonotic Disease Issues in Shelters

Saturday, 11:00 a.m.–12:30 p.m.

With the heightened concern of bioterrorism, the issue of zoonotic disease is even more important to both human and animal populations. Animals are often signals to larger human health issues: plague, SARS, and avian flu, for example. This workshop for veterinarians will help you identify these and many other zoonotic health issues and what you can do to protect yourself, the animals, and the organization.

Presenter: Julie Dinnage, DVM, Director of Animal Protection Medicine, MSPCA-Angell, Boston, Massachusetts

***Especially for veterinarians who work with shelters.**

Open to all attendees.

Need More Information about Animal Care Expo 2005?

QUESTIONS ABOUT REGISTRATION should be directed to Dina McDaniel, Expo registration coordinator. In the United States, call 1-800-248-EXPO. Outside the United States, call 202-452-1100.

EXPO-GOERS MUST MAKE HOTEL RESERVATIONS BY MARCH 11, 2005, TO GET THE SPECIAL ROOM RATES.

See below for more information.

QUESTIONS ABOUT EXHIBITING, SPONSORING, OR ADVERTISING should be directed to ReNae Vorgert at 701-572-9100; fax: 701-572-9120; 5547 Highway 8, Lot 3, Williston, ND 58801; rvorgert@hsus.org.

Hotel Reservations

Animal Care Expo 2005 will be held at the Hyatt Regency Atlanta in Atlanta, Georgia. Call 1-800-233-1234 to make your reservations. Be sure to say that you are with The Humane Society of the United States Animal Care Expo in order to get discounted room rates.

The special Animal Care Expo room rate is \$149 single, \$159 double, \$179 triple, and \$199 quadruple occupancy.

Room availability is limited, and you must make hotel reservations by March 11, 2005, to receive the special rate. If you're traveling alone and would like to share expenses, contact us at 1-800-248-EXPO and we'll attempt to match you up with a roommate.

Airline and Other Travel Reservations

Fly into Hartsfield Atlanta International Airport (ATL). From the airport you can take a shuttle to the Hyatt Regency Atlanta, or use the Metropolitan Atlanta Rapid Transit Authority (MARTA). MARTA covers the metro Atlanta area with scheduled service to and from the airport. The MARTA entrance is located at the west entrance of the terminal complex, near other ground transportation services. MARTA

trains arrive and depart from the airport every eight minutes. In 15 minutes, you can travel the 10 miles to downtown Atlanta, where connections are available to other parts of the city. The Hyatt Regency Atlanta has an indoor connection to the Peachtree Center Station of the MARTA public rail system. For more information, visit www.itsmarta.com.

Registration

Four Ways to Register

1. **Mail**—Fill out both sides of the registration form on the opposite page and mail with payment to: The HSUS Animal Care Expo 2005, 2100 L Street, NW, Washington, DC 20037
2. **Fax**—Fill out the registration form on the opposite page, include credit card information, and fax both sides to: 202-778-6132
3. **Phone**—Call 1-800-248-EXPO. Have your credit card information ready.
4. **Online**—Register online at our website, www.AnimalSheltering.org/expo.

**Register
early and
save more
than 25 percent!**

Register by February 18 and pay the early registration fee. Your registration must be postmarked or received via fax or online by midnight February 18. After February 18, registration is \$175 for Shelter Partners and \$200 for Non-Shelter Partners.



REGISTRATION FORM (please print)

NAME _____

TITLE _____

ORGANIZATION _____

STREET ADDRESS _____

CITY _____ STATE _____ COUNTRY _____ ZIP _____

TELEPHONE _____ FAX _____ E-MAIL _____

Is this your first Animal Care Expo? ☐ Yes ☐ No Are you new to your job? ☐ Yes ☐ No

Are you new to this field? ☐ Yes ☐ No

Do you have special needs? If so, please let us know below:

Optional Daylong Certificate Course

All courses will be held on Wednesday, April 6, and include a box lunch.

(See pages 6–7 for course descriptions.)

Please indicate course (choose only one):

\$125

- ☐ I Think, Therefore I Plan Strategically
- ☐ Catography: Putting Cats on the Map
- ☐ Getting to Know You: Intake, Evaluation, and Adoption
- ☐ Creating and Sustaining a Successful Volunteer Program: The Team Approach
- ☐ Large-Scale Animal Investigations for Smaller Agencies and Budgets
- ☐ Spay and Neuter: Spay Is the Way!
- ☐ Build It and They Will Come—But What Should You Build?

\$

Full Expo Registration

☐ Please send me a Shelter Partners application—this request makes attendees eligible for the Shelter Partner rates. For information about Shelter Partners, go to www.ShelterPartners.org.

* Attendees from outside the United States automatically receive the Shelter Partner rates.

☐ Shelter Partners*

\$125

\$175

\$

☐ Non-Shelter Partners

\$150

\$200

\$

Single-Day Registration

☐ Thursday, April 7 ONLY includes lunch and reception

\$80

\$

☐ Friday, April 8 ONLY includes lunch and Friday night event

\$70

\$

☐ Saturday, April 9 ONLY

\$60

\$

Send this form with payment to

The HSUS Animal Care Expo 2005 ■ 2100 L Street, NW ■ Washington, DC 20037

Please make check payable to

The HSUS Animal Care Expo 2005

Or fax this form with credit card information to 202-778-6132.

☐ Visa ☐ MasterCard ☐ Discover ☐ American Express

TOTAL \$

Note: We cannot issue refunds after February 25, 2005.

CREDIT CARD NUMBER _____ EXPIRATION DATE _____

SIGNATURE _____

Please Complete Other Side ➤

Workshop Tracks

Please indicate which regular workshops you plan to attend during Animal Care Expo 2005 by checking one box in each workshop time slot. If you don't plan to attend any workshop listed during a particular time slot, then leave all the boxes listed in that time slot blank. (See pages 8–13 for workshop descriptions.) Your selections will be used to estimate the expected attendance at each workshop; you will be free to attend different workshops if you change your mind.

Thursday, April 7, 2005

3:00 p.m.–5:30 p.m.

- ☐ **Adoption & Behavior Track** *More Than Skin Deep: How People Should Choose Dogs*
- ☐ **Education & Outreach Track** *Making the Laws for Animals: Local, State, and Federal Animal Protection Legislation*
- ☐ **Field Services Track** *Dog Bite Investigations: Beyond Basic Quarantine*
- ☐ **HSU Management Track** *Managing Change When It Smacks You Upside the Head*
- ☐ **Shelter Basics Track** *Bunnies and Beyond: Small Mammals in the Shelter*
- ☐ **Shelter Health Track** *The Veterinarian as an Expert Witness in Cruelty and Neglect Cases*

Friday, April 8, 2005

8:30 a.m.–10:00 a.m.

- ☐ **Adoption & Behavior Track** *Where's My Blankie? Stress and Behavior Enrichment*
- ☐ **Education & Outreach Track** *Simon Says, "Let's Be Kind to Animals"*
- ☐ **Field Services Track** *Disease Recognition in the Field*
- ☐ **HSU Management Track** *Conflict Management (Part 1)*
- ☐ **Shelter Basics Track** *15 Things You Can Do to Address Problems Your Organization Is Facing*
- ☐ **Shelter Health Track** *Gesundheit! Managing Feline URI*

10:30 a.m.–12 noon

- ☐ **Adoption & Behavior Track** *Clicker Training for Shelter Animals*
- ☐ **Education & Outreach Track** *Play It Safe with Dogs!*
- ☐ **Field Services Track** *Enforce, Educate, and Protect: Improving Field Services*
- ☐ **HSU Management Track** *Conflict Management (Part 2)*
- ☐ **Shelter Basics Track** *The Way You Do the Things You Do: Standard Operating Procedures*
- ☐ **Shelter Health Track** *There's a Fungus in the Room—Ringworm and Dermatologic Diseases*

2:00 p.m.–4:30 p.m.

- ☐ **Adoption & Behavior Track** *Ask the Foster Care Experts*
- ☐ **Education & Outreach Track** *Humane Education and the Magic of Story*
- ☐ **Field Services Track** *Wildlife and Shelters: Meeting Growing Needs*
- ☐ **HSU Management Track** *A Tool for Promoting Organizational Health and Well-Being*
- ☐ **Shelter Basics Track** *Cleaning and Sanitation: It's Not Rocket Science!*
- ☐ **Shelter Health Track** *What's New in Shelter Medicine*

Saturday, April 9, 2005

9:00 a.m.–10:30 a.m.

- ☐ **Adoption & Behavior Track** *Communication, Not Interrogation: Adoption Counseling*
- ☐ **Education & Outreach Track** *Arranging and Conducting Teacher In-Service Workshops*
- ☐ **Field Services Track** *Animal Handling: Protect Yourself, the Animals, and Your Organization (Part 1)*
- ☐ **HSU Management Track** *Insurance: Obstacle or Opportunity?*
- ☐ **Shelter Basics Track** *Consistency Is Key: Developing Euthanasia Guidelines and Policies*
- ☐ **Shelter Health Track** *Give It Your Best Shot: Diagnostic Testing Overview and Vaccination Strategies for Shelters*

11:00 a.m.–12:30 p.m.

- ☐ **Adoption & Behavior Track** *One Free Bite?*
- ☐ **Education & Outreach Track** *Money Doesn't Grow on Trees: Fund-Raising and Special Events*
- ☐ **Field Services Track** *Animal Handling: Protect Yourself, the Animals, and Your Organization (Part 2)*
- ☐ **HSU Management Track** *Negotiating a Municipal Contract*
- ☐ **Shelter Basics Track** *What You Don't Know Can Hurt You!*
- ☐ **Shelter Health Track** *Bioterrorism and Zoonotic Disease*

New Workshop: Time to Be Determined

- ☐ **How Nutrition Impacts Shelter Animals**



Early Bird Registration
Deadline Is
February 18, 2005



Sponsored by

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